



GEORGIA DEPARTMENT OF LAW
Consumer Protection Unit

SAMUEL S. OLENS
ATTORNEY GENERAL

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August 20, 2015

SEP -2 2015

[REDACTED]
Norcross, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: Nissan North America Inc. / Consumer Affairs

Dear [REDACTED]

The Consumer Protection Unit of the Georgia Department of Law has received your complaint regarding Nissan North America Inc. / Consumer Affairs. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

Dr. Mark R. Rosekind, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

K. Rodgers
Clerk 2

cc: National Highway Traffic Safety Administration (w/attachment)

NAM
9315
SMD



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SUMMARY OF COMPLAINT

Reference file number: [REDACTED]
Date complaint received: 6/29/2015
Date summary generated: August 19, 2015

Name of consumer: [REDACTED]
Address: [REDACTED]
Norcross, Georgia [REDACTED]
Phone: [REDACTED]
E-mail: [REDACTED]

Name of business: Nissan North America, Inc / Consumer Affairs
Address: P.O. Box 685003 Franklin, TN 37068-5003
P.O.BOX 221 Franklin, TN 37068
1 Nissan Way Franklin, TN 37067
Phone: 800-647-7261 / 615-725-1000

Complaint details as submitted:

The 2009 Nissan Maxima has a Steering Wheel Lock Malfunction. Nissan offers owners a 3yr extended warranty instead of Recalling. My SWLM did not occur within the 3yr. Nissan took it a step further by putting a program in place for this situation. Team up with Goodwill for consumers needing assistance with repairs. Process-Vehicle towed in. 2. Diagnostic reading stating SWLM. 3. Dealership name and service person. My car remained at the dealership for 3wk5days before being informed that i was decline because my service history shows that I go get oil changes and check-up outside of Dealership. Nissan does recommend any prevented maintenance for SWLM, only what to do when it occurs..Nissan should be held accountable and honor its programs. I want full assistance for my repairs

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National Highway Traffic Safety Administration
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Washington, DC 20590

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